

**Message: RE: ATA issue****✉ RE: ATA issue**

**From** Crystal Gilliland                    **Date** Wednesday, April 19, 2017 10:31 AM  
**To** Kraft, Emily  
**Cc**  
**Journal** emily.kraft@oa.mo.gov  
**Recipients**

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You're a genius. Thank you!

Any input on how to handle a situation where my client had a miscarriage at the end of last month. I'm attempting to close her and cannot contact her as her phone is not working. I went to her home and she was not there. The system wants an EPDS on her as well.

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**From:** Kraft, Emily [mailto:[Emily.Kraft@oa.mo.gov](mailto:Emily.Kraft@oa.mo.gov)]  
**Sent:** Wednesday, April 19, 2017 10:24 AM  
**To:** 'Crystal Gilliland'  
**Subject:** RE: ATA issue

Hi Crystal – The system isn't showing that you have a saved EPDS form entered. The system will auto populate the "Client left program before delivery" checkbox, but you still have to enter a review date and click submit at the bottom. Try it again and let me know if that fixes your issue.

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**From:** Crystal Gilliland [mailto:[cgilliland@ccsomo.org](mailto:cgilliland@ccsomo.org)]  
**Sent:** Wednesday, April 19, 2017 10:22 AM  
**To:** Kraft, Emily  
**Subject:** ATA issue

Emily,

Would you help me, please? I am attempting to close out an ATA client who left the program before delivery; however, the online system will not allow me to close her until the birthing outcome and EPDS are completed. I check-marked that the client left before delivery in the birthing outcome and it shows up on the EPDS. It still will not allow me to discharge her. ( [REDACTED] ).

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